SHEPD WINTER RESILIENCE WEBINAR

4 November 2026

Scottish & Southern Electricity Networks

WELCOME AND INTRODUCTION

Graeme Keddie, Director of Corporate Affairs

Scottish & Southern Electricity Networks

HOUSEKEEPING

- Please feel free to ask questions throughout the session using the Q&A function in Teams.
- Today's session will be recorded and will be made available after the event. The recording will stop for the Q&A session.

AGENDA

- **Welcome and Introduction** – Graeme Keddie, Director of Corporate Affairs
- **Winter Outlook and our Resilience Plan** – Paul Murray, Head of Distribution Control
- **Customer and Communications** – Emma Merritt, Customer Vulnerability and Communities Lead
- **Our ED3 Business Plan Commitments** – Graeme Keddie and Emma Merritt
- **Q&A**
- **Close**



Scottish & Southern Electricity Networks

SSEN DISTRIBUTION

WHO WE ARE

We're Scottish and Southern Electricity Networks (SSEN) Distribution. We're the Distribution Network Operator (DNO) responsible for delivering power to almost 4 million homes and businesses across central southern England and the north of Scotland.

We serve some of the UK's most remote communities - and some of the most densely populated. Our two networks cover the greatest land mass of any UK DNO, covering 72 local authority areas and 75,000km² of extremely diverse terrain.

We're also at the forefront of delivering the decarbonised electricity system of the future, connecting new low-carbon technologies to the network. Through this, we're helping support sustainable economic growth for decades to come.

SSEN DISTRIBUTION NETWORK AT A GLANCE

Nearly **4 million** homes and businesses

Over **128,000km** of overhead lines and underground cables

Over **460km** of subsea cables powering our island communities

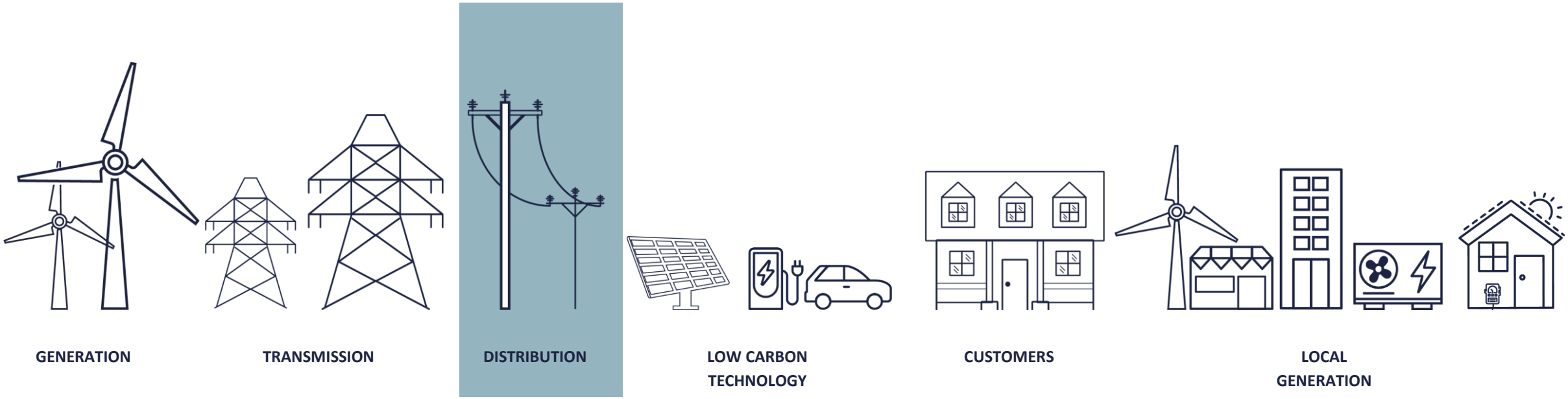
Over **4,400** employees across the country



OUR ROLE IN THE ENERGY SYSTEM

As a Distribution Network Operator, our role in the energy system is to carry electricity from the high voltage transmission grid to industrial, commercial and domestic users via a network of cables and poles.

We provide this service for every home and business in the north of Scotland and central southern England regardless of who you pay your energy bills to.



We are regulated by Ofgem, the energy regulator, through a 5-year price control cycle. Our latest business plan, for RIIO-ED2, runs until March 2028, and we are currently developing our business plan for the 5-year ED3 period which runs from April 28 until March 33.

WINTER OUTLOOK AND OUR RESILIENCE PLAN

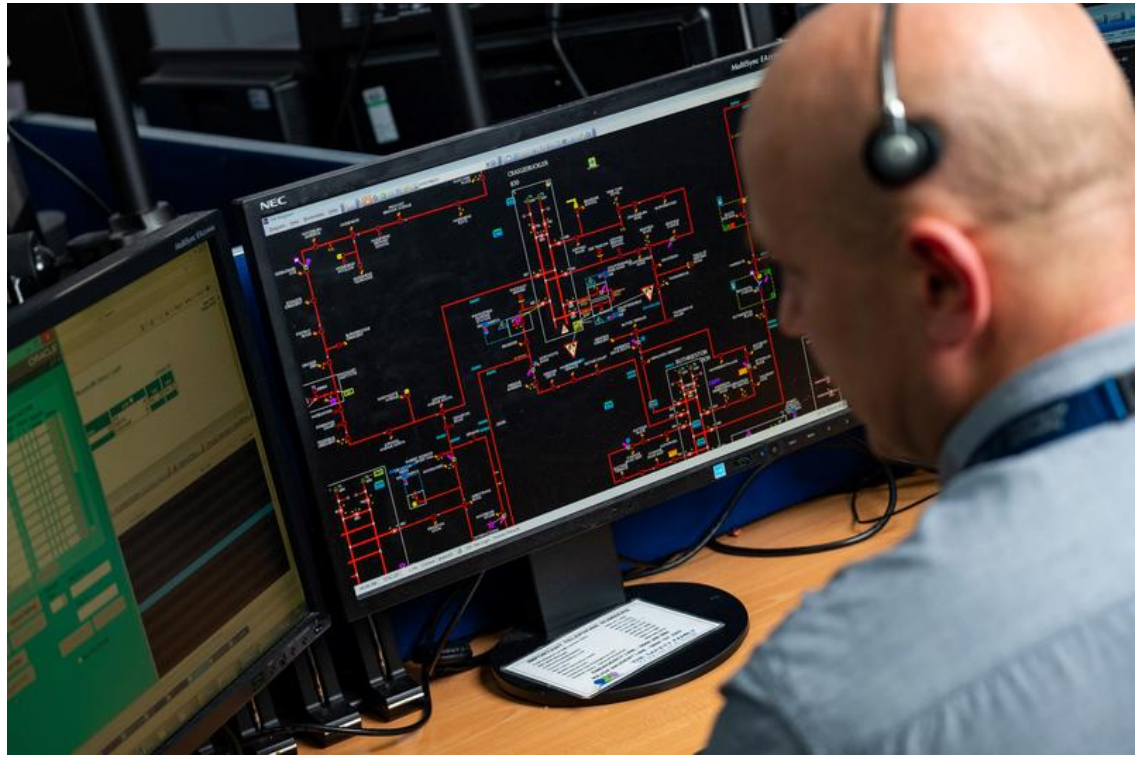
Paul Murray, Head of Control GB

Scottish & Southern Electricity Networks

DISTRIBUTION CONTROL CENTRE

SSEN's Distribution Control Centres (DCC) are in operational around-the-clock, with teams of staff playing a critical role in keeping the power flowing for all the homes, businesses, hospitals and other essential services across our regions.

- Allows us to manage the network 24/7.
- Monitor weather forecast and predict impacts on network assets and customers.
- Allows us to keep as many customers on supply as possible especially during a weather event such as a storm.
- Teams are then deployed to fix faults once it is safe to do so, if possible, we use additional teams during a storm from other parts of our network to support the impacted area.



NESO WINTER OUTLOOK 2026/27

1 Margins

Our analysis indicates that margins will be adequate, within the Reliability Standard and comparable to recent winters.

Our base case de-rated margin for winter 2026/27 is 5.9 GW (equivalent to 9.5% of average cold spell (ACS) peak demand), with an associated loss of load expectation (LOLE) of less than 0.1 hours per year. This remains in line with margins forecast in recent winters.

Year-on-year, an increase in forecast peak demand has been largely offset by new capacity across a range of technologies, including battery storage, gas-fired power generation and wind generation. On a like-for-like basis, our assessment remains comparable to the *Early View of Winter*.

Alongside our base case, we model a range of illustrative sensitivities to show how reliability varies under different conditions and assumptions. LOLE remains within the Reliability Standard across all sensitivities.

2 Operational surplus

Our planning, preparations and balancing tools will enable reliable operation of the system under varying supply and demand conditions.

We expect a sufficient operational surplus throughout winter, although there may still be tight days when we need to use our standard operational tools, including system notices. Current market submissions suggest that such days are most likely in December or January, excluding the Christmas period.

3 Markets

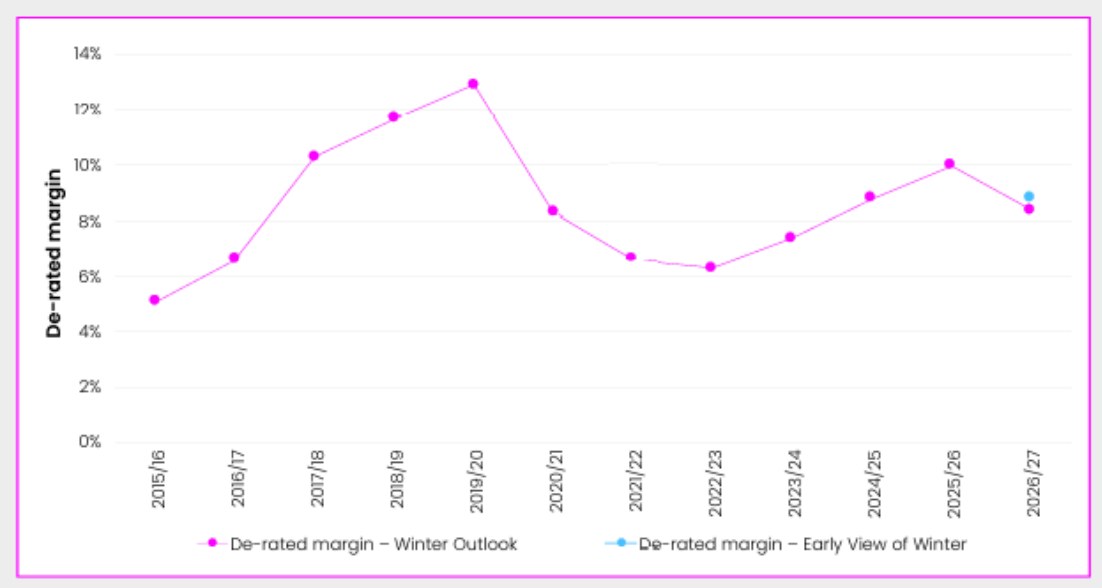
Indicators suggest adequate generation availability in key interconnected power markets. However, uncertainties remain.

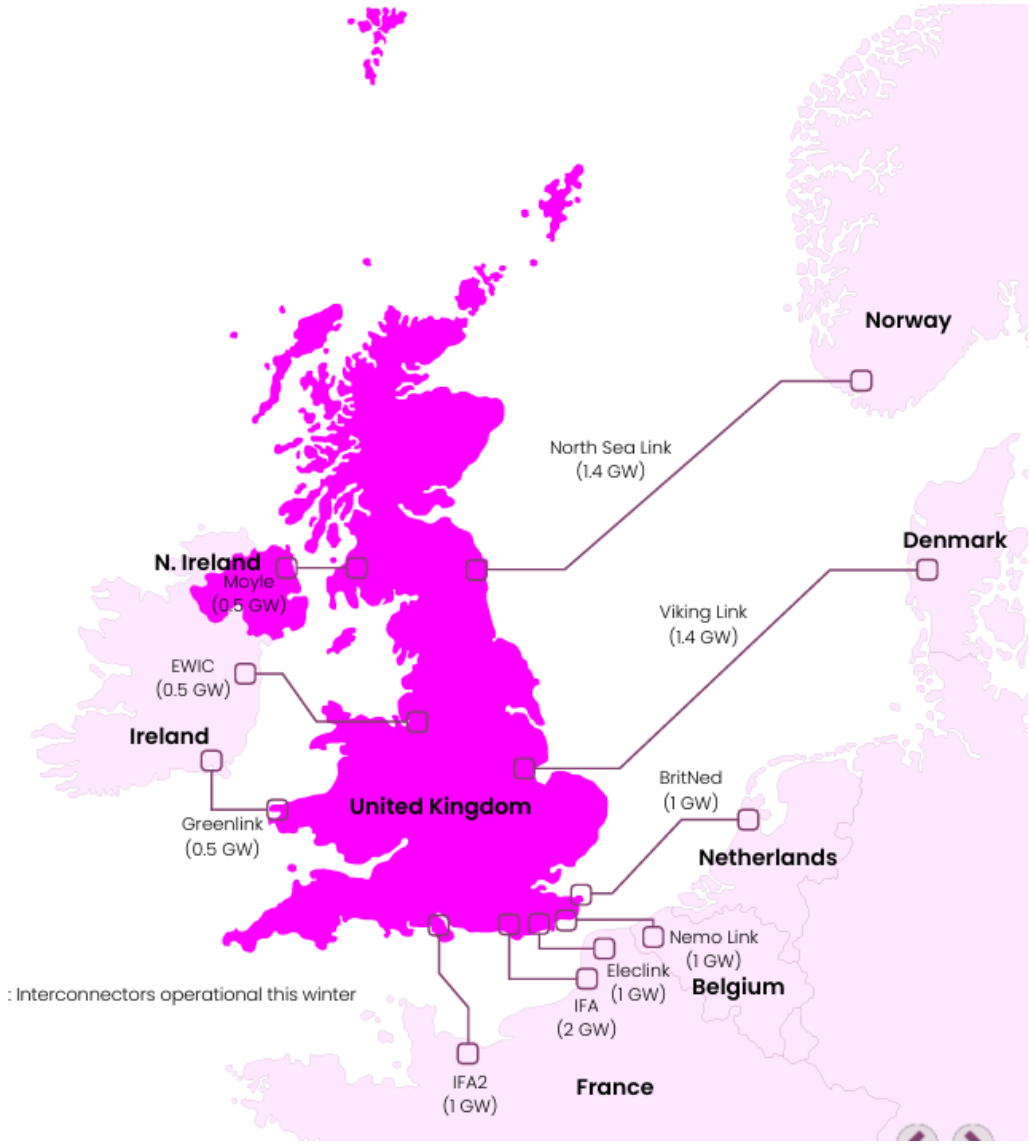
While gas and power prices are higher and more volatile than in recent years, reflecting the impact of the ongoing conflict in the Middle East, European fundamentals are improved compared with 2022. We will continue to work closely with our strategic partners to monitor the factors influencing global energy markets and, where necessary, build resilience and mitigate risks.

Wholesale prices for Great Britain are currently at a premium to France and in line with other major European markets, indicating that Great Britain will typically be a net importer across electricity interconnectors this winter. We will continue working closely with neighbouring Transmission System Operators (TSOs) to coordinate and optimise interconnector flows.

WINTER OUTLOOK 2026/27

NESO's Winter Outlook 26/27 shows system margins remain stable and the central outlook assumes mainland European interconnector availability over the winter period.



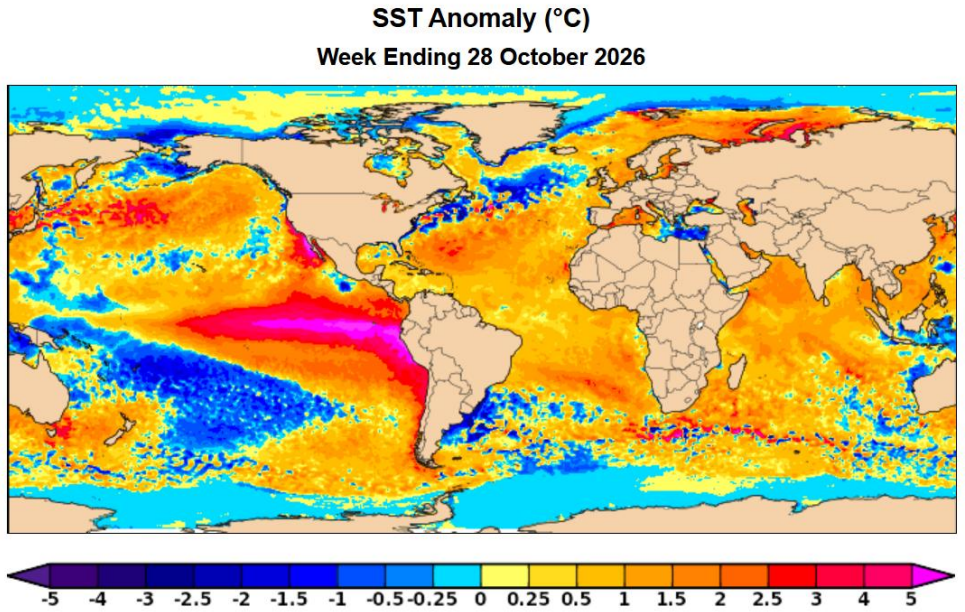


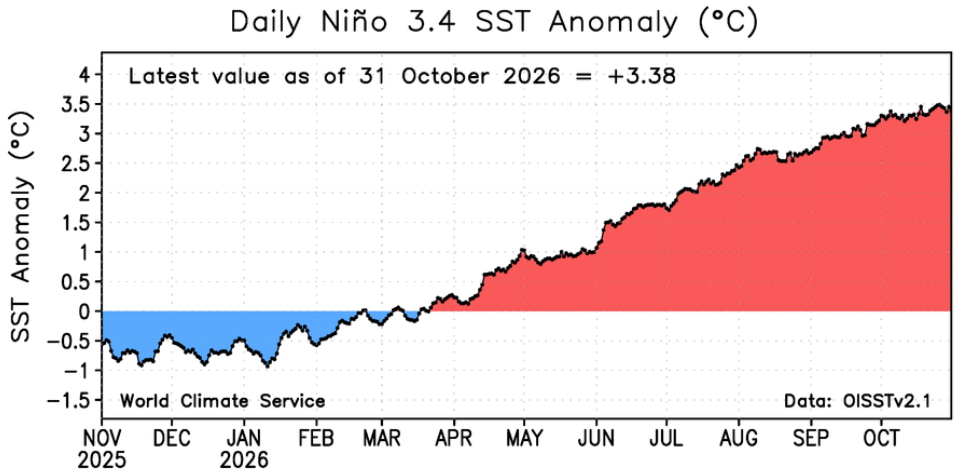
EL NINO AND WINTER FORECAST

With a very strong El Nino in the Pacific this year and a weak Polar Vortex in the northern hemisphere, both will influence the UKs winter weather outlook.

Current expectations:

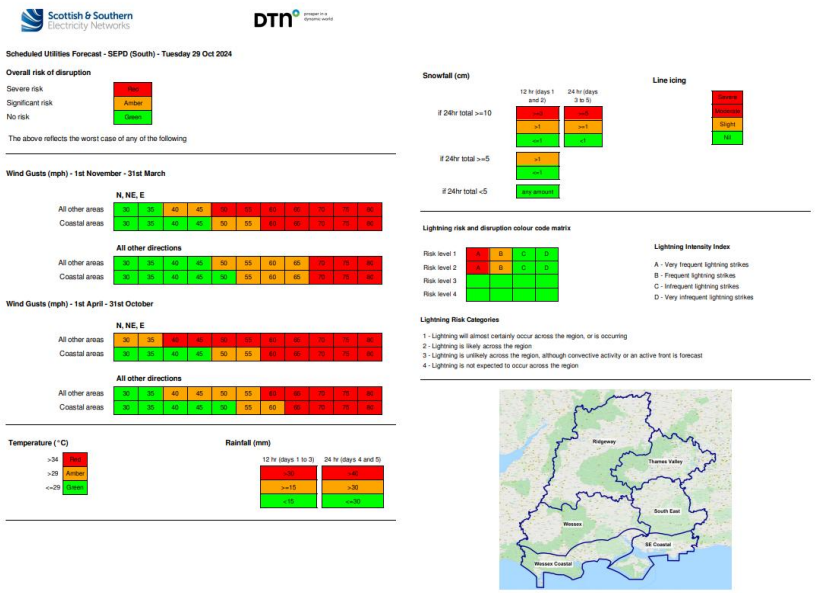
- Milder temperatures with slightly above rainfall up until the end of December. With alternating periods of high and low winds, the weakened polar vortex will bring higher pressure from the north resulting in colder more stable weather but El Nino will try to do the opposite bringing warmer low pressure systems from the south resulting in more energetic wind events and heavier rainfall.
- In the second half of winter we are likely to see a colder period with a higher chance of strong winds.



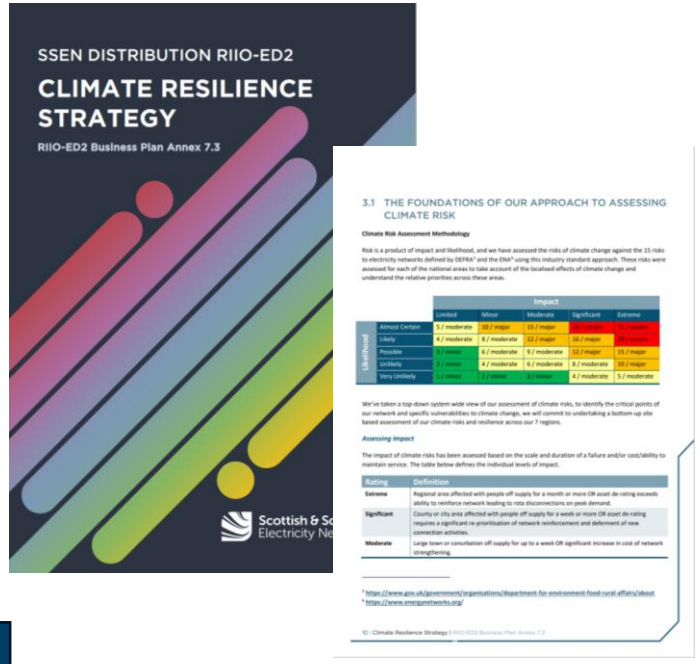


FORECASTING FOR RESILIENCE

Improved weather forecasts and data

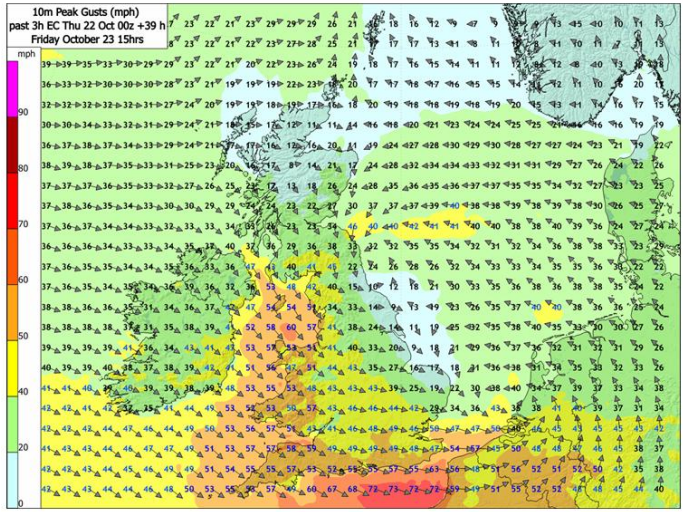


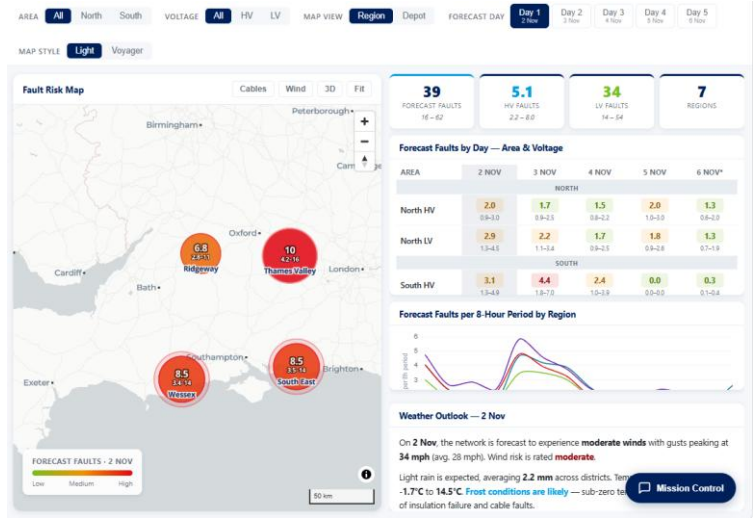
A sophisticated early warning system for wind, rain, lightning or snow events; with data and trends feeding into our climate resilience strategy.



Enhanced fault prediction tools

Better deployment of our teams and resource in extreme weather situations, allowing quicker restoration for customers.





STORM BOELO

SSEN DISTRIBUTION RESPONSE IN NUMBERS

Scottish & Southern Electricity Networks

Wind speed

84mph

highest gusts recorded

Customers off

110,730

customers affected by Storm Boelo

Number of faults

282 HV

191 LV





Calls received

15,287

calls from customers

PSR contacted

Prewarn texts to **219,000** customers

6,020 contacts

34,200 proactive SMS

Teams on the ground

200 field staff and **134** contractors

+ 15 teams from UKPN supporting (46 people) and 3 teams from NPG (9 people)

Meals served

Over **19,000** meals served

6 vans available and 10 local businesses

Restoration stats

75,833

customers restored in less than 24 hours

Generation utilised

38

HOW WE'RE STRENGTHENING OUR NETWORK

- Across our current price control, RIIO-ED2, we are investing over £2bn in network resilience, upgrades and asset maintenance from 2023 to 2028
- We are planning to deploy 23,000 LV substation monitoring devices across our network which will provide enhanced data on capacities as well as asset health information to help target areas for future reinforcement
- Enhanced vegetation information and geospatial modelling from 3 year, £5.4m LiDAR project, to target and reduce tree related faults across both licence areas



£ 260M+

Spent investing in the network in the North this financial year



£ 940M+

Investment across the distribution network in the North in RIIO-ED2



£ 950M

Framework for investment in Subsea cables running across ED2 and ED3

CUSTOMER AND COMMUNICATIONS

Emma Merritt, Customer Vulnerability and Communities Lead

Scottish & Southern Electricity Networks

NAMED STORMS

Since August 2025, 10 named storms have impacted GB, with 2 coming in the last 10 days.

Storm Floris 4-5 Aug 2025	**Customers Impacted:** 71,000 **Calls Received:** 23,000 **Digital Messages Received:** 12,400 **Power Track reports:** 11,800 **Website Visits:** 931,000
Storm Benjamin 22-23 Oct 2025	**Customers Impacted:** 1,711 **Calls Received:** 1,539 **Digital Messages Received:** 1,837 **Power Track reports:** 781 **Website Visits:** 2,832
Storm Bram 8–10 Dec 2025	**Customers Impacted:** 8,731 **Calls Received:** 846 **Digital Messages Received:**1,625 **Power Track reports:** 829 **Website Visits:** 8,344
Storm Chandra 26-27 Jan 2026	**Customers Impacted:** 15,362 **Calls Received:** 1,651 **Digital Messages Received:** 2,695 **Power Track reports:** 1,343 **Website Visits:** 53,198
Storm Austen 22 - 23 Oct 2026	**Customers Impacted:** 62,319 **Calls Received:** 18,092 **Digital Messages Received:** 8,844 **Power Track reports:** 7,773 **Website Visits:** 711,629
Storm Amy 3-4 Oct 2025	**Customers Impacted:** 88,000 **Calls Received:** 29,900 **Digital Messages Received:** 20,300 **Power Track reports:** 14,500 **Website Visits:** 700,000
Storm Claudia 14 Nov 2025	**Customers Impacted:** 303 **Calls Received:** 712 **Digital Messages Received:** 877 **Power Track reports:** 429 **Website Visits:** 2,260
Storm Goretti 8–9 Jan 2026	**Customers Impacted:** 4,346 **Calls Received:** 1,650 **Digital Messages Received:** 2,381 **Power Track reports:** 906 **Website Visits:** 46,200
Storm Dave 4-5 Apr 2026	**Customers Impacted:** 13,117 **Calls Received:** 1,031 **Digital Messages Received:** 1,450 **Power Track reports:** 1,343 **Website Visits:** 53,198
Storm Boelo 24 - 25 Oct 2026	**Customers Impacted:** 110,730 **Calls Received:** 15,287 **Digital Messages Received:** 14,200 **Power Track reports:** 11,483 **Website Visits:** 807,240

OUR STEPS TO SUPPORT RESILIENCE

As part of our resilience planning, we have been preparing to ensure that if the worst-case scenario does occur, we're ready to offer support to our customers within our capacity.

RESILIENCE PARTNERS

EMERGENCY PLANNING PORTAL

A one-stop-shop for all planning tools and resources to help resilience partners prepare, including access to mapping tools

DEDCIATED EMERGENCY CONTACT

Ensuring resilience partners have easy access to a key SSEN contact who can provide support when needed

ENGAGEMENT EVENTS

We run events like this often to support resilience preparations with our partners and communities

PRIORITY SERVICE CUSTOMERS

REGULAR CAMPAIGNS

We regularly contact our Priority Services Customers and run annual campaigns to promote the services we offer.

EXPERT ADVICE

We have consulted with our charity and vulnerability expert partners to provide advice to customers who need it

DEDICATED TEAM

We have a dedicated team ready to support Priority Services Customers should they need it

ALL CUSTOMERS

OUR CHANNELS ARE READY

We have ensured that our contact channels including phones, our website and social media channels are ready for action

GENEROUS WELFARE FRAMEWORK

We have a generous welfare framework which is put into action when a customer is without power for a prolonged period

ONLINE HELP AND ADVICE

Our Emergency Planning Portal also provides customers with resources to improve their resilience

WELFARE PROVISIONS FRAMEWORK
OUR SUPPORT PACKAGE

When there are power cuts and these last for longer than we'd like, we have developed and embedded a welfare provisions framework, going above and beyond our required levels of support.

TIME BASED
The framework is based on the time off supply, this is so that the conversation/update around prolonged outages is supported by a welfare offer.

PSR FIRST
In all circumstances, the order in which customers are offered welfare starts with PSR0, then 1, 2, 3 and then all other customers.

BUILT TO SCALE
The framework has been built so that as we progress through tiers, the offering of welfare becomes more scalable to avoid overwhelming our resources.

0-6 HOURS

UPDATES AND ADVICE
We will provide customers with regular updates on their fault and advice on how best to cope during the outage. Prioritised with PSR customers first.

WELFARE VISIT
If deemed appropriate, we will offer a visit to check a customer is ok
*subject to availability

6-12 HOURS

GENERATION
Consider generation for PSR0 customers where there is an extreme vulnerability, and all other avenues have been explored.

12 HOURS+

FOOD REIMBURSEMENT
We will reimburse food costs to customers, allowing them to purchase a hot meal and drink. JustEat Vouchers also available.

WELFARE UNIT
If significantly long fault, consideration of welfare unit subject to availability and feasibility (location and access).

24 HOURS+

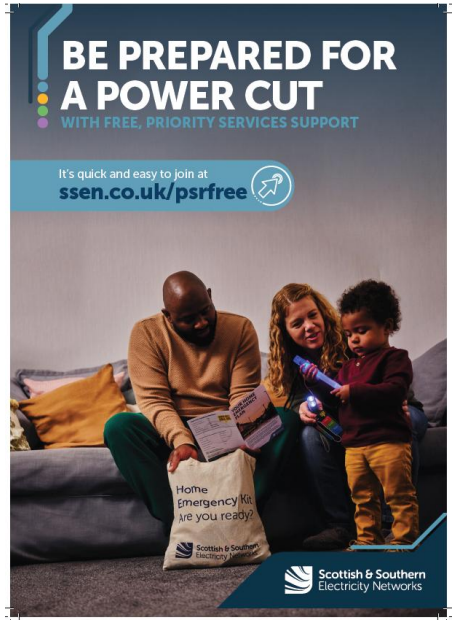
ALTERNATIVE ACCOM
After 24 hours, we'll assess the likelihood of an outage extending further and work with customers to look at alternative arrangements

PRIORITY SERVICES REGISTER

We understand that customers may need extra support for a number of different reasons:

- Over the age of 60
- Are deaf or head of hearing
- Have a chronic illness
- Use medical equipment / aid reliant on electricity
- Live with children under five
- Have mental health difficulties
- Are blind or partially sighted

We also recognise that customers may only need support for a temporary period of time because of life changing events such as bereavement or hospital recovery.



Benefits of joining the Priority Service Register are:

- Dedicated 24-hour telephone number
- Security password
- Nominate an alternative contact
- Information provided in alternative formats where requested eg Braille, Audio CD, alternative language
- Power cut alerts when we are aware of a power cut in a customers area
- Priority updates during a power cut
- Prewarn texts / calls when aware of a major weather event.
- Energy Efficiency referrals can be made to YES
- Extra support in the event of a prolonged power cut e.g. food, charging points etc

SUPPORTING RESILIENCE
BATTERY PACK ROLL OUT AND PERSONAL RESILIENCE PLANS

Provision of Personal Resilience Plans (PRPs) to:

- All medically dependent customers (PSR1+)
- All new PSR customers

Provision and installment of battery packs to:

- Medically dependent customers

By the end of ED2, there'll be a provision of:

- **374,691 PRPs**
- **20,000 battery packs**



"My husband and I are both severely disabled, and having the home battery pack gives us extra peace of mind that in an emergency we can keep some of our most important electrical items going."

"My husband sometimes needs to use an oxygenator, and we've tested it with the battery and it's performed well. We've also used it to keep our mobile phones topped up."



"I need use a mask during the night, so I've been happy to try the home battery pack out, and I'm glad I'll be able to keep it now the trial is over. It's given me a bit more reassurance to know that if the power were ever to go off, I'd have it to potentially help run my medical equipment."

We're committed to supporting resilience in the communities we serve. We're constantly looking at new ways to do this and will continue to engage with our partners and customers to identify where more can be done.

OUR ED3 COMMITMENTS

Graeme Keddie, Director of Corporate Affairs,
Emma Merritt, Customer Vulnerability and Communities Lead

Scottish & Southern Electricity Networks

OUR PLAN FOR ED3

Our ED3 plan will help power Britain's electrification era…

Electrified.

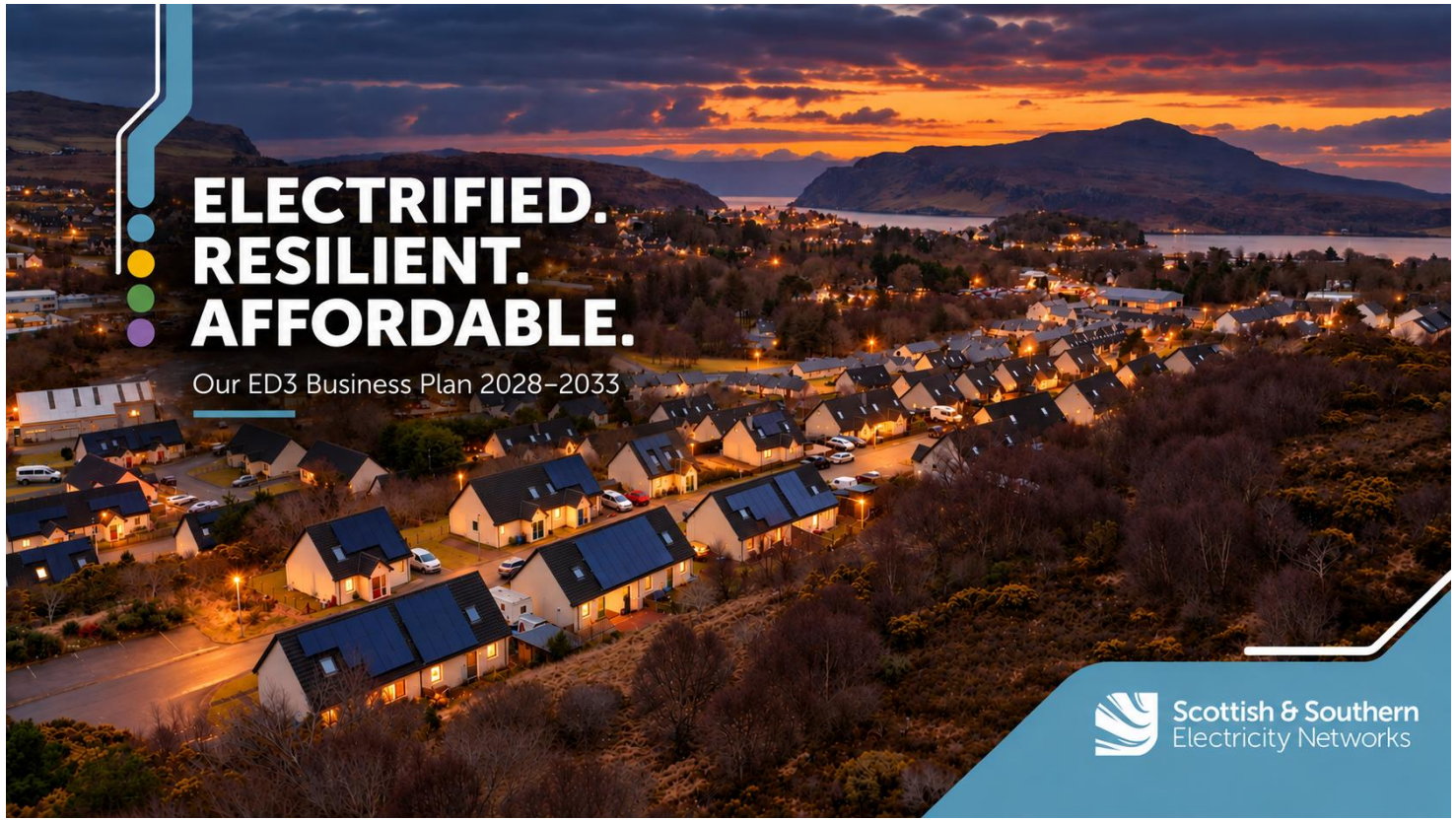
Unlocking local electrification ambition, attracting investment, creating jobs in every postcode.

Resilient.

Improving the resilience and security of the energy system in the face of increasing threats.

Affordable.

Accelerating demand, reducing unit costs and providing lower, more stable energy bills.



ED3 COMMITMENTS

OUR ED3 PLAN DELIVERS 3 OUTCOMES

ELECTRIFIED.
Unlocking local electrification ambition, creating jobs in communities across the north of Scotland and the south of England

RESILIENT.
Improving the resilience and security of the energy system in the face of increasing threats

AFFORDABLE.
Accelerating demand, unit cost and providing lower, more stable energy bills.

INVESTING IN GROWTH AND THE ENERGY TRANSITION

Expanding the network so our regions can decarbonise and grow, connecting customers quickly and affordably.

1. Be ready for growing customer demand

We will expand network capacity by 28%, relative to ED2, to meet local electrification needs and providing strategic headroom through to 2050, alongside proactive upgrades to 40,000 looped supplies, a four-fold increase, targeting areas of greatest need.

2.Scale flexibility to optimise our network

We will maximise flexibility to meet customer capacity needs, helping to keep bills as low as possible by using 12.3GW of flexibility through ED3, a six-fold increase on ED2, to accelerate connections and avoid unnecessary investment.

MORE RESILIENT NETWORKS FOR CUSTOMERS

Investing in our assets and communities to keep the lights on through a changing climate.

3. Modernise our network and assets, and strengthen climate resilience

We will reduce overall network risk by targeting investment on our highest-risk assets, rebuilding or undergrounding ~350km of high-risk overhead line and replacing ~250km of climate-vulnerable cable, removing 20% of network risk in SEPD and 12% in SHEPD by the end of ED3.

4. Targeted Improvements to Reduce Unplanned Power Cuts

We will halve the number of customers experiencing frequent power cuts based on a March 2026 baseline, while maintaining overall 99.98% network reliability by the end of ED3, despite more challenging climate conditions.

5. Strengthen cyber resilience

We will deliver real-time cyber resilience, detecting and containing high severity cyber threats within our defined risk tolerance by the end of ED3.

12 commitments

CREATING A SMARTER NETWORK

A digital-first, data-led network that unlocks capacity sooner and deploys flexibility at scale.

6. Provide earlier access for customers to connect

We will use flexibility to unlock capacity faster, offering 5 GW of early access connections by the end of ED3, more than double the 1.8 GW we will energise early in ED2.

7. Enhance data driven network management

We will reduce wasted energy losses across our network by 47.5GWh and increase hosting capacity by 1GW through enhanced network visibility and real-time control by the end of ED3.

8. Maximise the customer value from innovation

We will deliver £4 of customer value for every £1 invested through our innovation portfolio by the end of ED3.

36 metrics

ENSURING A RESPONSIBLE AND SUSTAINABLE BUSINESS

A safe, responsible and net zero business that customers can trust.

9. Reduce our environmental impact

By 2033, we will reduce our Scope 1 and 2 greenhouse gas emissions by 55%, in line with our 1.5°C-aligned Science Based Target, and help manage Scope 3 emissions by ensuring that suppliers representing 55% of our supply-chain spend have set their own Science Based Targets.

10. Boost jobs and sustainable growth

We will support UK Manufacturing by aiming to increase our expenditure across key categories (transformers, switchgear and cable) by 10% by April 2033, increasing our UK manufacturing spend by an estimated £157 million in ED3*.

11. Build the workforce of tomorrow

We will support regional skills and employment by increasing earn-as-you-learn opportunities to more than 10% of our workforce by the end of ED3, while supporting every successful learner to progress into a substantive role on completion of their programme.

12. Increase support for customers when they need us most

We will strengthen support for vulnerable customers by tripling fuel poverty support and expanding our industry-leading battery programme to reach a further 10,000 households.

STORM SUPPORT PROPOSAL

Working with communities to build resilience is a core theme of our ED3 Targeted Customer Storm Support Strategy.

We are committing to:

- Supporting 100 communities to set up new, or enhance existing, resilience hubs
- Carrying out a minimum of 10 engagement sessions with communities to better understand what went well, even better if, and how we can collaborate better to support customers

We are also looking at how we can improve communication for customers in areas with poor communication as well as continuing our personal battery back up programme



Q&A

Scottish & Southern Electricity Networks

THANK YOU

Scottish & Southern Electricity Networks